

MEMORANDUM

August 22, 2008

TO: Steven Emanuel, Chief Information Officer, Department of Technology Services (DTS)

FROM: Chris Cihlar, CountyStat Manager

SUBJECT: Follow-up steps outlined in the 8/22/2008 (Performance Plan) CountyStat meeting

The following items were identified for follow-up during the CountyStat meeting:

1. Align headline measures with critical DTS functions, that may include: 1) provide reliable computer network, enterprise services and communication solutions; 2) systems security; 3) project management and; 4) cable oversight.
Responsible parties: DTS
Other parties involved: CountyStat
Deadline: October 17, 2008
2. Develop appropriate headline measure for the Enterprise Project Management Division (EPMD). Measure should include response time and cost information.
Responsible party: DTS
Other parties involved: CountyStat
Deadline: October 17, 2008
3. Expand headline measure #1 (Number and Duration of Unscheduled Outages) to include aggregate outages from public safety and other enterprise systems that DTS maintains. This measure will be revised to display outages that exceed a certain threshold.
Responsible party: DTS
Other parties involved: CountyStat
Deadline: September 26, 2008
4. Clarify headline measure #2 (Email Services Statistics) to better reflect DTS performance terminology around the definition of gross messages and virus and spam messages; inbound and outbound status needs to be clarified.
Responsible party: DTS
Other parties involved: None
Deadline: September 26, 2008
5. Outline legal requirements of requiring ISATP training of all employees.
Responsible party: DTS
Other parties involved: OHR
Deadline: September 12, 2008

6. Develop headline measure that evaluates the outcome of DTS security protocols to eventually replace current headline measure #3 (Percent of Employees that have Completed ISATP Training).
Responsible party: DTS
Other parties involved: CountyStat
Deadline: October 17, 2008
7. Finalize headline measure/s for the DTS Help Desk.
Responsible party: DTS
Other parties involved: None
Deadline: October 17, 2008
8. Revise headline measure #6 (Customer Satisfaction with the County Website) to better evaluate website effectiveness.
Responsible party: DTS
Other parties involved: CountyStat
Deadline: October 17, 2008
9. Change headline measure #8 (Number of Web Financial Transactions) to demonstrate how web-based transactions contribute to the productivity of departments.
Responsible parties: DTS
Other parties involved: CountyStat
Deadline: October 17, 2008
10. Change headline measure #10 (Percent of Customers Satisfied with Cable Office Complaint Handling) to include customer satisfaction with Cable providers.
Responsible parties: DTS
Other parties involved: CountyStat
Deadline: October 17, 2008
11. Report on the time it takes Cable providers to respond to customers' requests. DTS will be responsible for collecting and reporting this data, but it will not be included as a headline measure.
Responsible parties: DTS
Other parties involved: CountyStat
Deadline: October 17, 2008
11. Finalize Performance Plan and publish to the CountyStat website. Revise projections to reflect current conditions and extend out to FY11.
Responsible parties: DTS
Other parties involved: CountyStat
Deadline: October 31, 2008

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer